

Managing return requests

If you need to return textbooks to the State Textbook Office (STO), you can manage them in **Transfer Textbooks** in the **Catalog**. Create a return request on the **Returns** tab.

View all your completed returns on the **Archive** tab.

Creating a return request

To start the return process, open the **Returns** sub-tab and click **New Return**.

Fill out your contact and shipping information at the top.

Change the drop-down menu to Search for Titles.

Search for the title by scanning the ISBN or entering the title of the textbook.

If a list appears, click **Select** next to the title you're returning.

Title	ISBN Edition	State / Textbook ID Publisher	Available Copies
Algebra	978-0-7854-3567-9	963852741 AMERICAN GUIDANCE	29 Select
Algebra and Trigonometry	978-0-470-22273-7	147741 WILEY	15 Select
Algebra (Booklets)	978-0-8114-4321-0	456456 STEC	86 Select

Quick Help for returning books to the State Textbook Office

Scan the barcodes or
enter a quantity of
unbarcoded copies, click



After identifying the
copies, click



Printable

OK

Identify Copies

Glencoe Biology, South Carolina Edition
ISBN: 0-07-879736-5
State/Textbook ID: 0830001

Scan or enter barcodes

Copies without barcodes

Available

8

1

Save & Send

Save

Cancel

* Name psellers

* Phone Number 123-456-7890

* Fax 123-456-7890

Email psellers@myschool.com

* Reason for Return Overage

* # Boxes 3

* = Required to send

This is the number of boxes that the shipper can expect to pick up. Do not put in the number of copies.

Select Titles to Return


Search for Titles Find in All


Currently Selected


Title	ISBN Edition	State / Textbook ID Publisher	--Returning--		
			With Barcodes	Without Barcodes	
Glencoe Biology, South Carolina Edition	0-07-879736-5	0830001 Glencoe, a division of The McGraw-Hill Companies, Inc.	0	1	
Total			0	1	

Reviewing and sending the return request

Unsent Return

* Name 

* Phone Number 

* Fax 

Email

* Reason for Return

* # Boxes









* = Required to send



This is the number of boxes that the shipper can expect to pick up. Do not put in the number of copies.

— **Select Titles to Return** —


Find in

— **Currently Selected** —

Title	ISBN Edition	State / Textbook ID Publisher	--Returning--		 
			With Barcodes	Without Barcodes	
American Literature	978-0-07-879468-1	963963 JAMESTOWN PUB	0	20	 
Geometry	978-0-07-873828-9	789789 GLENCOE	3	0	 
Latin 1st Year	978-0-8294-1026-6	321321 LOYOLA PRESS	10	0	 
Total			13	20	

 = Edit  = Remove

If you're not finished with the return request, click

 **Save** so that you don't lose any information. The saved return will remain as an UNSENT return.

If you are finished identifying and packing all the copies, make sure the number of **Boxes** is correct.

Until you send the return request to the STO and they approve it, you can:

Add more titles,


Add or remove copies, or

Remove a textbook altogether.





When the request is complete, click .

Monitoring your returns





Track Upload Requests **Returns** Notices Archive

Textbook Copy Returns [Customize View](#) 





— **Unsent Returns (1)** ^

Date	Reason for Return	# of Titles	Total Copies	 
3/16/2009	Overage	3	33	 





— **Submitted Returns (1)** ^

Date	Reason for Return	# of Titles	Total Copies	 
3/16/2009	Overage	3	33	 





— **Approved Returns (1)** ^

Date	RMA	Carrier	# of Titles	Total Copies	 
3/16/2009	RA09S000005	School will deliver	3	33	 





— **In Warehouse Returns (1)** ^

Date	RMA	Carrier	# of Titles	Total Copies	Received	 
3/16/2009	RA09S000005	School will deliver	3	33	0	 

— **Completed Returns (1)** ^

Date	RMA	Carrier	# of Titles	Total Copies	Received	 
3/16/2009	RA09S000005	School will deliver	3	33	32	 

— **Denied Returns (1)** ^

Date	# of Titles	 
3/17/2009	1	 

If a return is denied, it appears in this section.


If there are any discrepancies in the counts, the return appears in **red**.

Unsent Returns are those you're working on.

Submitted Returns are those you've sent for approval. Until the return is approved, you can edit the contents or delete the return entirely.

When the STO approves the return, it changes to **Approved**. The STO selects the freight carrier. Destiny assigns an RMA number.

Once the STO receives the shipment, its status changes to **In Warehouse**.

To verify that the STO received all the boxes, click .

Once the STO verifies the copy counts, the return is marked **Completed**.

Destiny automatically and permanently adds completed returns to the **Archive** tab.

Quick Help for returning books to the State Textbook Office